



OFFICE ASSISTANT 2 (Part-time, 50%)

Opens: January 2, 2007
Closes: January 17, 2007
Salary: \$11.01 – 13.88 per hour (range 28)

LOCATION: There is one opening in Lacey with the Human Resource Office of the Health Care Authority. This is a permanent, part-time (50%), overtime-eligible position that is not covered by a union bargaining agreement.

BACKGROUND: The Washington State Health Care Authority (HCA) is a cabinet-level agency of Washington State government whose mission is to be a leader in health care policy, purchase quality health care and other benefits, and provide excellent services for its programs. It carries out this mission by contracting with health plans and other contractors to provide health, dental, and other insurance coverage to state employees, retired state employees, enrollees in the Basic Health program, and uninsured low-income individuals served by community clinics. The agency also serves as the lead agency for the state's evidence-based prescription drug program, state prescription drug purchasing consortium, and state health technology assessment.

WHO MAY APPLY: This recruitment is open to anyone who meets the **REQUIREMENTS** and who most closely meets the **DESIRED QUALIFICATIONS**.

DUTIES:

- Creates and maintains filing system and files for personnel correspondence, employee records, and other documents. Prepares personnel records for disposition to State Archive Records Center.
- Screens and directs visitors and responds to or routes incoming phone calls.
- Type, format, edit, and proofread material for sentence structure, spelling, grammar, and punctuation.
- For probationary/trial service employees: Notifies supervisors of need for setting expectations; tracks service period; notifies supervisors of approaching deadline for completion of Performance Development Plan; and flags appropriate action on log.
- Completes and processes incoming and outgoing Records Transmittals and files, coordinating with Payroll.
- Maintains various electronic logs and agency organizational charts.
- Copies, assembles and distributes materials.
- Opens, date stamps, and distributes mail to HR staff.
- Provides office support for recruitment activities including copying and logging applicant information, answering questions, preparing interview packets, etc.
- Composes and sends letters and e-mails intra-agency, inter-agency, and to the public.
- Maintains and orders HR office supplies. Prepares travel and other reimbursement vouchers.

REQUIREMENTS:

- **Interpersonal skills/teamwork:** Demonstrated ability to interact effectively with customers and co-workers by exhibiting flexibility, honesty, reliability, and mutual respect.
- **Communication:** Demonstrated ability to clearly communicate thoughts and ideas, orally and in writing, using appropriate grammar, punctuation, spelling, tone, and formatting.
- **Customer service skills:** One or more years experience providing customer service: listen attentively, identify issues, provide options, fulfill services and/or exercise knowledge of laws and regulations to assist others and/or resolve complaints or conflicts.

REQUIREMENTS, continued:

- **Software knowledge:**
 - **Word Processing:** use word processing software, such as Microsoft Word or WordPerfect, to save and edit web pages and work with hyperlinks. Create forms using templates, work with form fields, and format and enhance forms. Use mail merge to create form letters, modify merged documents, and merge envelopes and labels.
 - **Spreadsheet:** Experience using spreadsheet software, such as Microsoft Excel, to create, modify, print, and format spreadsheets, find and replace data, and work with basic formulas and functions. Use templates, styles, AutoFormats, and multiple worksheets.
 - **Mail Electronic mail:** Compose, send, and respond to electronic mail. Utilize e-mail program functions such as calendars and meeting requests.
- **Filing systems:** Establish, revise, update, and maintain numerical and alphabetical filing systems; or, use an electronic filing and storage system (i.e. bar codes, indexing, etc.).
- **Type:** 40 words per minute.
- **Confidentiality:** Demonstrated ability to effectively maintain the highest level of confidentiality at all times.

DESIRED QUALIFICATIONS:

Reception: Experience greeting, directing/referring, and interacting with the public, customers, or clients.

Software knowledge: Experience using Org Plus and Contribute software

IN ADDITION, Candidates must have Ability and Willingness to:

- Remain at a computer at times up to 80% of the workday in an office setting.
- Maintain punctual attendance and work part-time (20 hours per week over a period of at least 4 days per week).
- Perform routine tasks in an office environment.
- Organize, prioritize, multi-task, meet deadlines, and to shift priorities frequently to meet business needs.
- Produce accurate information/records with attention to detail.

APPLICATION PROCESS:

Candidates may apply by submitting the following packet of information:

1. A letter of interest clearly describing how you meet the Requirements and Desired Qualifications;
2. A Washington State application(available at: <http://www.dop.wa.gov/Resources/Forms/> listing names of employers, dates of employment, and degree(s) attained;
3. The reference authorization form. (Please scan, fax, or mail in with signature.)

Applications must be received no later than 5:00 PM, January 17, 2007

Mailing Address	Email Address and Fax	Contact Information
Health Care Authority Human Resources Office PO Box 42698 Olympia WA 98504-2698	Please use: <u>Office Assistant 2, HR</u> in the subject line hrmb@hca.wa.gov Fax: (360) 923-2604	Patti Scherer-Abear (360) 923-2734 TTY: (360) 923-2703

REFERENCE AUTHORIZATION FORM

To Whom It May Concern:

I, _____, authorize the Health Care Authority to contact my current and/or previous employers and anyone else appropriate in establishing my qualifications for the purposes of verification and reference. I knowingly and voluntarily release the State of Washington Health Care Authority, its individual employees, and all my former or present employers and their individual employees, from any and all known and unknown claims for damages or other relief arising out of the department's request for and receipt of employment information, unless my current or former employer is prohibited by state or federal law from disclosing the information that the department requests. This authorization includes review of state employee personnel files.

Date _____ Printed name of applicant _____

Applicant's signature _____

NOTE: A photocopy of this information shall be as valid as the original

The Health Care Authority vigorously pursues diversity in the workforce. Women, racial and ethnic minorities, persons of disability, and disabled and Vietnam-era veterans are encouraged to apply. Persons of disability needing assistance in the application process may call the Health Care Authority Human Resources Office at (360) 923-2819 or TTY (360) 923-2703. Applicants needing this announcement in an alternate format should contact our ADA Coordinator at (360) 923-2805 or TTY (360) 923-2701.